SCC Soft Computer Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product: SoftLabMic® 4.0/4.5 lines

Report Date: March 2026

Product Description: SoftLabMic® is SCC Soft Computer's laboratory information system solution. System manages processes like ordering, resulting, results reporting, and interfacing with laboratory instruments. The system supports integration with external applications.

Contact Information: SCC Soft Computer, 727.789.0124 (sales and administration)

Evaluation Methods Used: Accessibility evaluation included both automated and manual testing on current versions. Assistive technologies used during this evaluation included the Windows screen magnification feature and exclusive use of the keyboard to navigate and operate product content and functionality.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.0](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.2](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(Yes)
[EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](#) *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](#)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The product includes multiple non-text interface elements (such as icons and buttons). Decorative icons are not announced but are visually distinguishable. The product does not support screen readers or programmatic text attributes (e.g., alt, aria-label). As a result, some non-text elements may not be accessible to assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	The product does not contain prerecorded audio-only or video-only media as part of its core product interface. All content is presented textually or graphically in real-time.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web)	Not Applicable	The product does not include embedded video or audio content requiring captions.

Criteria	Conformance Level	Remarks and Explanations
● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	The product does not contain prerecorded video content that would require audio description or a media alternative.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	Partially Supports	The user interface follows a consistent layout and visual hierarchy. Headings, labels, tables, and form fields are visually structured and use clear grouping and spacing to communicate relationships between elements. However, the product does not currently implement screen-reader support that would expose these relationships programmatically.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The content is presented in a meaningful sequence. Layout and tab sequences are consistent, ensuring that the visual and keyboard navigation order reflects the intended structure.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Instructions and visual cues do not rely solely on sensory characteristics. Color indicators are always paired with textual labels, icons, or validation messages. Users receive equivalent information regardless of visual perception.
1.4.1 Use of Color (Level A) Also applies to:	Partially Supports	The product does not rely on color as the only means of conveying information or indicating required

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		actions. Color indicators (e.g., for errors, warnings, or notification messages) are always accompanied by text labels, icons, or validation messages. Exceptions include: Required fields are currently identified primarily by background color. Some empty required fields use red borders without additional textual or symbolic cues.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	The product does not include any automatically playing audio.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool)	Supports	Interface elements support keyboard navigation (TAB, SHIFT+TAB) and interaction via Enter/Space keys for buttons, toggles, checkboxes, clickable icons, opening/closing dropdowns, selecting options, opening/dismissing popups, and interacting with links.

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	The product does not include keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product supports standard keyboard shortcuts across the interface. Common combinations include Ctrl+S (save), Esc(close modals, popups, dropdowns), Delete (remove entries), Shift+F10/Menu key (context menu), as well as Ctrl+C/V/X (copy/paste/cut), Ctrl+Z/Y (undo/redo), Ctrl+O (open), Enter (confirm/activate), and Tab/Shift+Tab (navigate), Ctrl+M(Toolbar/Menu bar). Not all available shortcuts are listed here — the system contains a wider set of key combinations that further optimize workflows. Overall, the system ensures predictable behavior, consistent access, and efficiency across modules, supporting both

Criteria	Conformance Level	Remarks and Explanations
		accessibility and productivity for keyboard-only users.

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.2.2.1 (Web)
    ● 10.2.2.1 (Non-web document)
    ● 11.2.2.1 (Open Functionality Software)
    ● 11.2.2.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The system provides appropriate controls for timed events. Session timeout (5 minutes by default) includes a warning and extension options, with configurable parameters per user/role. Data refresh intervals can be adjusted through system settings.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.2.2.2 (Web)
    ● 10.2.2.2 (Non-web document)
    ● 11.2.2.2 (Open Functionality Software)
    ● 11.2.2.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The product includes toast notifications that can be manually dismissed at any time and auto-refreshing tables that update in the background without affecting user focus or interaction. These behaviors do not interfere with content perception or operation, satisfying the Pause, Stop, Hide requirement.

2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web)	Not Applicable	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	The product is a desktop application.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Supports	The windows title dynamically changes according to the active module or content.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The focus order is defined in the style guide and follows a left-to-right content scanning sequence. Users can navigate using TAB and SHIFT+TAB, and the focus order is logical.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All links in the product have clear, descriptive text that explains their purpose.

Criteria	Conformance Level	Remarks and Explanations

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.1 (Web)
    ● 10.2.5.1 (Non-web document)
    ● 11.2.5.1 (Open Functionality Software)
    ● 11.2.5.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	The product does not use functionality that requires multipoint or complex gestures. All actions can be performed with a single click or keyboard command.

2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.2 (Web)
    ● 10.2.5.2 (Non-web document)
    ● 11.2.5.2 (Open Functionality Software)
    ● 11.2.5.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	Users confirm or cancel actions using standard OK or Cancel buttons. Actions are not triggered on pointer-down. Primary functions are executed on pointer-up to allow users to change their minds before completion. When deleting a record, a confirmation pop-up about deleting the record always appears to ensure that the action is intentional.

2.5.3 Label in Name (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.3 (Web)
    ● 10.2.5.3 (Non-web document)
    ● 11.2.5.3.1 (Open Functionality Software)
    ● 11.2.5.3.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Partially Supports	Visible labels and accessible names are consistent across all interactive components. Buttons and form controls use clear and descriptive visible text (e.g., "Save", "Cancel", "Delete"), ensuring users can easily understand the purpose of each control. Although ARIA attributes are not implemented, the visible labels themselves accurately convey meaning and align with the interface's functionality.

Criteria	Conformance Level	Remarks and Explanations

2.5.4 Motion Actuation (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.4 (Web)
    ● 10.2.5.4 (Non-web document)
    ● 11.2.5.4 (Open Functionality Software)
    ● 11.2.5.4 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Not Applicable	The product does not rely on device motion or gesture-based interaction. All operations are performed through standard user interface controls, making motion actuation not applicable.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.1 (Web)
    ● 10.3.1.1 (Non-web document)
    ● 11.3.1.1.1 (Open Functionality Software)
    ● 11.3.1.1.2 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The product defines the default language for each localized version using the language attribute in the site setup.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.1 (Web)
    ● 10.3.2.1 (Non-web document)
    ● 11.3.2.1 (Open Functionality Software)
    ● 11.3.2.1 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
	Supports	No element triggers a context change on focus alone. Updates or navigation occur only through explicit user actions (click, Enter, or selection).

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	User input does not automatically trigger context changes. All updates or navigation require explicit user action or are clearly communicated beforehand. For actions that update content (e.g., table filters), the changes occur within the current context, preserving focus and ensuring predictable interactions.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Help section is located in a dedicated area within the application. Users can easily access it.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Partially Supports	Validation errors include clear text messages explaining the issue. Some empty required fields rely primarily on visual outlines to indicate errors, with text messages displayed in specific cases (e.g., when the form background is fully white).

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 　● 9.3.3.2 (Web) 　● 10.3.3.2 (Non-web document) 　● 11.3.3.2 (Open Functionality Software) 　● 11.3.3.2 (Closed Software) 　● 11.8.2 (Authoring Tool) 　● 12.1.2 (Product Docs) 　● 12.2.4 (Support Docs) Revised Section 508 　● 501 (Web)(Software) 　● 504.2 (Authoring Tool) 　● 602.3 (Support Docs)	Supports	All input fields have clear labels, and where appropriate, include placeholders, example values, or input masks to guide user entry.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Most of the input fields have autocomplete functionality turned off. In a healthcare product, automatic data filling can cause mistakes and affect patient safety. Manual entry helps keep data accurate and under control in critical workflows.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 　● 9.4.1.1 (Web) 　● 10.4.1.1 (Non-web document) 　● 11.4.1.1.1 (Open Functionality Software) 　● 11.4.1.1.2 (Closed Software) – Does not apply 　● 11.8.2 (Authoring Tool) 　● 12.1.2 (Product Docs) 　● 12.2.4 (Support Docs) Revised Section 508	Partially Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata. The product follows standard HTML structure with proper opening and closing tags, valid nesting, and unique IDs. Occasional minor parsing issues may occur in specific modules, but do not affect functionality or accessibility.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The product uses standard controls, ensuring that most elements expose their name, role, and value by default.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not include live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not contain prerecorded video or multimedia content. All system functionality is presented through static or interactive web interfaces, making the audio description requirement not applicable.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web)	Not Applicable	Orientation restrictions are not relevant to desktop applications.

Criteria	Conformance Level	Remarks and Explanations
10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	In some cases, system can calculate and autofill information based on previously entered information by the user.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Text and background color combinations generally meet the WCAG 2.1 minimum contrast ratio of 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The product does not support text enlargement up to 200%. The reports support text resizing without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Images of text are used primarily for logos. Some legacy interface elements (e.g., splash screen, about dialog) may contain text as images.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software)	Does Not Support	The product is a desktop application. Horizontal or vertical scrolling is expected for the large data tables and windows.

Criteria	Conformance Level	Remarks and Explanations
11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Active UI components (buttons, inputs, checkboxes) generally maintain adequate contrast against backgrounds. Inactive or disabled states may not meet the minimum 3:1 contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The product does not support text spacing adjustments
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software)	Partially Supports	Tooltips and contextual popups remain visible while hovered and can be dismissed by moving focus away. However, content triggered on hover cannot be dismissed via keyboard (e.g., Esc key).

Criteria	Conformance Level	Remarks and Explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	This criterion applies to sets of web pages. The desktop application provides access to features through menus and toolbars typical of desktop software.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The product uses clear and descriptive labels that indicate their purpose.
2.4.7 Focus Visible (Level AA) Also applies to:	Supports	Keyboard focus is visible on most UI elements through standard system focus indicators.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Focused elements may move outside the visible viewport during keyboard navigation without automatic scrolling. Floating interface elements (e.g., toolbars, tooltips) may obscure focused components.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Some dragging functionality provides single-pointer alternatives (e.g., double-click to add items). However, certain elements can only be moved through dragging without alternative input methods.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	While some controls may be smaller than 24x24 pixels, adequate spacing between interactive elements is generally maintained. Primary action buttons meet minimum size requirements.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Partially Supports	Some portions of content (phrases or sentences) within the product are presented in a different language. Therefore, assistive technologies cannot automatically detect the language change or pronounce such content correctly.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	The product is a desktop application. Navigation elements such as menus and toolbars are presented consistently across the application interface.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	The product is a desktop application.
3.3.3 Error Suggestion (Level AA) Also applies to:	Supports	The product provides clear and actionable error messages. Users are guided on how to correct errors

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		(e.g., "Date from can't be later than date to", "Record not found in the database!" or "Date is required!"), supporting effective error recovery and improving overall form usability.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The product implements confirmation steps and validation for critical operations. Users are prompted to confirm actions that modify or delete data, reducing the risk of errors.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product uses username and password authentication. Pasting credentials is supported, allowing users to employ password managers.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document)	Does Not Support	The product displays notification messages visually but does not programmatically identify them for assistive technologies. As a result, assistive technologies may not announce them automatically.

Criteria	Conformance Level	Remarks and Explanations
● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Not Applicable. The product was not evaluated for WCAG 2.1 Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	The product is not compatible with screen readers or assistive technologies for users who are blind. Visual information and controls are not programmatically labeled or accessible without vision.
302.2 With Limited Vision	Partially Supports	The product does not support text enlargement up to 200%. The reports support text resizing without loss of content or functionality.
302.3 Without Perception of Color	Partially Supports	Color is not used as the only means of conveying information, but some required fields are identified primarily by background color, which may present issues for users without color perception.
302.4 Without Hearing	Supports	The product does not rely on audio information or sound cues. All information is provided visually.
302.5 With Limited Hearing	Supports	No essential audio content is used in the product; all critical information is presented visually.
302.6 Without Speech	Supports	The product does not require speech input or voice interaction to operate.
302.7 With Limited Manipulation	Partially Supports	Most interactions can be done with a mouse or keyboard.
302.8 With Limited Reach and Strength	Partially Supports	The product can be operated using standard input devices but has not been specifically tested or optimized for users with limited reach or motor control.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The interface uses consistent layouts and terminology. However, no specific cognitive assistance features (e.g., simplified mode, reading support) are implemented.

Chapter 4: Hardware

Not Applicable.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Partially Supports	External magnification and High Contrast mode are supported with limitations. Text enlargement up to 200% is only available in Reports. Some interface elements may not meet minimum contrast requirements.
502.2.2 No Disruption of Accessibility Features	Partially Supports	Application does not interfere with user agent accessibility features except screen reader tools.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	The program does not support exposing UI element information to screen readers and other assistive technologies.
502.3.2 Modification of Object Information	Does Not Support	Modification of UI elements is not supported.
502.3.3 Row, Column, and Headers	Does Not Support	Data tables are displayed visually with row and column headers. However, this structural information is not programmatically

Criteria	Conformance Level	Remarks and Explanations
		available to screen readers or other assistive technologies.
502.3.4 Values	Does Not Support	The legacy application does not programmatically expose the current values of UI elements to assistive technologies.
502.3.5 Modification of Values	Does Not Support	Programmatic value modification is not supported.
502.3.6 Label Relationships	Does Not Support	Labels are visually associated with form controls but these relationships are not programmatically exposed to assistive technologies due to legacy framework limitations.
502.3.7 Hierarchical Relationships	Does Not Support	Visual hierarchies (menus, tree structures, nested controls) are displayed but parent-child relationships are not programmatically accessible to screen readers.
502.3.8 Text	Does Not Support	Text is displayed visually throughout the interface but is not programmatically exposed to screen readers or other assistive technologies.
502.3.9 Modification of Text	Does Not Support	The application does not expose accessibility APIs that would allow assistive technologies to rogrammatically modify text.
502.3.10 List of Actions	Does Not Support	The legacy framework does not expose action lists to assistive technologies.
502.3.11 Actions on Objects	Does Not Support	UI actions can be triggered manually via keyboard and mouse. However, assistive technologies cannot execute actions programmatically through accessibility APIs.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Does Not Support	Focus states are visible and navigable via keyboard. However, focus cursor information is not programmatically exposed to assistive technologies due to legacy framework limitations.
502.3.13 Modification of Focus Cursor	Does Not Support	Tracking of focus and selection attributes is not supported.
502.3.14 Event Notification	Does Not Support	Event notification to assistive technologies is not supported.
502.4 Platform Accessibility Features	Does Not Support	The application uses fixed colors and fonts that do not respond to Windows accessibility settings such as High Contrast mode or system-level display preferences.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	The application supports Windows accessibility features, including High Contrast mode and compatibility with Windows Magnifier. Some interface elements may display minor visual inconsistencies in High Contrast mode.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide alternative user interfaces beyond the standard browser interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	No multimedia content requiring captions.
503.4.2 Audio Description Controls	Not Applicable	No audio/video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	No format conversion functionality.

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	Supports	Reports are generated as PDFs.
504.3 Prompts	Not Applicable	No authoring or user-generated content; no accessibility prompts required.
504.4 Templates	Not Applicable	Application does not provide templates for authoring content.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Product documentation is provided in both web-based and downloadable (PDF) formats. The product is not fully compatible with screen readers or assistive technologies for users who are blind.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All standard support channels (phone, email, ticketing system) are accessible to the clients, but are not part of the product.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Information about the product's accessibility and compatibility features is available in the product documentation, but requires improvement.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Not Applicable	All standard support channels (phone, email, ticketing system) are accessible to the clients but are not part of the product.

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Clause 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	The product is not accessible to users without vision. Non-visual interaction through screen readers or other assistive technologies is not supported.
4.2.2 Usage with limited vision	Partially Supports	The product provides limited support for users with limited vision. External magnification tools are compatible. High Contrast mode is supported with some visual inconsistencies. Text resizing is not available in the main interface.
4.2.3 Usage without perception of color	Partially Supports	Color is not used as the only means of conveying information, but some required fields are identified primarily by background color, which may present issues for users without color perception.
4.2.4 Usage without hearing	Supports	The product does not rely on audio information or sound cues. All information is provided visually.
4.2.5 Usage with limited hearing	Supports	The product does not rely on audio information or sound cues. All information is provided visually.
4.2.6 Usage with no or limited vocal capability	Supports	The product does not rely on voice input for interaction. All actions can be performed using keyboard and mouse.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Keyboard navigation is available. However, some small interface elements and drag-based operations may present challenges for

		users with limited manipulation or strength.
4.2.8 Usage with limited reach	Supports	The product does not require extended reach or physical manipulation. All controls are accessible through standard desktop interaction.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not use flashing or rapid animations that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The interface uses consistent layouts and clear labeling.
4.2.11 Privacy	Supports	User authentication and input fields are handled securely. No accessibility barriers identified in privacy-related features.

Clause 5: Generic Requirements

The product is a desktop application. Conformance to accessibility requirements is evaluated under WCAG 2.1 Level AA criteria.

Clause 6: ICT with Two-Way Voice Communication

The product is a desktop application. Conformance to accessibility requirements is evaluated under WCAG 2.1 Level AA criteria.

Clause 7: ICT with Video Capabilities

Not Applicable.

Clause 8: Hardware

Not Applicable.

Clause 9: Web *(see WCAG 2.x section)*

The product is a desktop application. Conformance to accessibility requirements is evaluated under WCAG 2.1 Level AA criteria.

Clause 10: Non-Web Documents

Not Applicable.

Clause 11: Software

Not Applicable.

Clause 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Partially Supports	Product documentation includes basic information about keyboard navigation. However, comprehensive accessibility documentation, including feature descriptions, limitations, and compatibility with assistive technologies, is not fully provided.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Partially Supports	Information about the product's accessibility and compatibility features is available in the product documentation.
12.2.3 Effective communication	Not Applicable	All standard support channels (phone, email, ticketing system) are accessible to the clients but are not part of the product.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Not Applicable.

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